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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/931,531	08/17/2001	Shakeel Mustafa	SH0006	3561

7590 11/03/2005  
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EXAMINER,

BILGRAMI, ASGHAR H

ART UNIT	PAPER NUMBER
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2143

DATE MAILED: 11/03/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	Application No. 09/931,531	Applicant(s) MUSTAFA, SHAKEEL	
	Examiner Asghar Bilgrami	Art Unit 2143	

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --**

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 08 August 2005.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-44 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-44 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 17 August 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
     Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
     Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |                                                                                                                        |                                                                                         |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)                                            | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                                   | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____                                                |

## **DETAILED ACTION**

### ***Claim Rejections - 35 USC § 103***

1. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. Claims 1-44 are rejected under 35 U.S.C. 103(a) as being unpatentable over Arbuckle et al (U.S.5,563,805) and Kitai et al (U.S.5,948,069).

3. As per claims 1, 19, 26, 35 & 36 Arbuckle disclosed a method and system for providing on-line assistance (col.2, lines 1-21) through the use of multimedia services (data, voice and video) over networking elements capable of providing and sustaining a desired Quality of Service (QoS) essential for the transmission of multimedia communications at least between one client and helping agent systems (col.2, lines 57-67 & col.3, lines 1-6)), comprising: (e) synchronizing and presenting concurrently at least one type of multimedia information on the said client and helping agent systems (col.3, lines 4-19) (t) exchanging and mutually updating the mice cursor positions coordinates between said client and helping agent systems (col.3, lines 20-33); and (g) displaying plurality of mice cursors ;at the respective viewing screens of the said client and helping agent systems (col.3, lines 20-33) (d) managing and exchanging capabilities about the nature of an on-line helping session between said client and helping agent systems through using serial numbers (col.3,lines 7-18). However Arbuckle did not explicitly disclose (a) identifying and selecting at least one type of multimedia connection suitable for on-line help

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session between said client and a helping agent systems; (b) selecting type of the transport network capable of carrying the multimedia connection between said client and helping agent systems as identified in step (a); (c) invoking a multimedia on-line help session between the said client and helping agent systems that can provide a desired QoS.

In the same field of endeavor Kitai disclosed (a) identifying and selecting at least one type of multimedia connection suitable for on-line help session between said client and a helping agent systems (col.2, lines 48-67 & col.3, lines 1-21); (b) selecting type of the transport network capable of carrying the multimedia connection between said client and helping agent systems as identified in step (a); (c) invoking a multimedia on-line help session between the said client and helping agent systems that can provide a desired QoS (col.5, lines 28-67, col.6, lines 1-67 & col.7, lines 1-9).

It would have been obvious to one in the ordinary skill in the art at the time the invention was made to have incorporated identifying and selecting connections that can provide the desired QoS as disclosed by Kitai in an on-line assistance system as disclosed by Arbuckle in order to make the online assistance system more versatile providing the desired QoS to the clients resulting in a stable and robust assistance system.

4. As per claims 7, 14, 16 & 17 Arbuckle-Kitai disclosed the method and system according to claim 2, wherein the distinct serial number retrieved from a client's system can be comprised of a telephone number that can be used to identify the said client and establish a unique multimedia connection (Arbuckle col.3, lines 7-18).

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5. As per claims 18 Arbuckle-Kitai disclosed the method and system according to claim 1, wherein a multimedia connection between client and helping agent systems can be established, comprising the steps of (a) utilizing 1P enabled telephone sets interfacing with client and helping agent systems for voice/video communication as part of multimedia help (Arbuckle col.3, lines 7-18).

6. As per claims 20 Arbuckle-Kitai disclosed the method and system according to claim 19, wherein the both mice cursors can independently launch web hyperlinks being displayed at the said client and helping agent viewing windows to access the related webpages information (col.5, lines 29-57).

7. As per claims 21 Arbuckle-Kitai disclosed the method and system according to claim 19, wherein client and helping agent systems ensure that at any time their respective viewing screens are synchronized and present the same contents, comprising the steps of : at client system, (a) receiving the information about the download data rate progress being taken place at the helping agent system; (b) displaying the said information on the said client system's viewing screen; at helping agent system, (c) receiving the information about the download data rate progress being taken place at the client system; (d) displaying the said information on the said helping agent system's viewing screen; and (e) informing about the complete download status at the respective client and the helping agents' viewing screens (Arbuckle col.3, lines 4-55).

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22. As per claim 22 Arbuckle-Kitai disclosed the method and system according to claim 21, wherein helping agent and client systems ensure that at any time the said systems are synchronized with respect to the presented information, comprising the steps of (a) keeping track that the said systems share together the same copy of the address reference being used to access identical information through the available network resources; and (b) if the address references at the said client and helping agent systems are different, then updating and synchronizing the address references at the said systems (Arbuckle col.3, lines 4-55).

8. As per claims 23 & 39 Arbuckle-Kitai disclosed the method and system according to claim 21, wherein client and helping agent systems ensure that the said systems are synchronized, comprising; the steps of (a) communicating about the characteristics of the accessed information as presented at the said client and helping agent systems; and (b) activating a process that fetches the same set of information for the said systems through the available network resources (Arbuckle col.3, lines 4-55).

9. As per claim 25 Arbuckle-Kitai disclosed the method and system according to claim 1, wherein helping agent and client systems can interact through different levels of multimedia communication services, comprising the steps of (a) monitoring the adequate bandwidth required to sustain the transmission of video information service used in providing on-line help session; (b) continuously monitoring the available bandwidth; (c) if the bandwidth drops below the required level then switching to voice mode only; and (d) using the stored video frames along

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with the voice mode to create a simulation of a live video/voice help session (Arbuckle col.3, lines 4-55)..

10. As per claims 2-5, 27-32, 34, 35, 38, 40-43 & 44 Arbuckle-Kitai disclosed the method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information, comprising ' the step of: at the designated gateway, (a) registering the client and helping agent systems' network addresses which intend to be engaged in a on-line helping session; at client system, (b) transmitting a request directly to the said designated gateway in order to get the desired information that needs to ho. fetched from any of the available network resources; at the designated gateway, (c) receiving the request from the said client system; (d) fetching the requested information on behalf of the said client system; (e) transmitting the requested information to the said client system; (f) transmitting another copy of the fetched information to the said helping agent system; at helping agent system, (g) transmitting a request directly to the said designated gateway in order to get desired information that needs to be fetched from any of the available network resources; at the designated gateway, (h) receiving the request from the said helping agent system; ' (i) fetching the requested information on behalf of the; said helping agent; (j) transmitting the requested information to the said helping agent system; and (k) transmitting another copy of the fetched information to the said client system (Arbuckle col.1, lines 65-67, col.2 & col.3, lines 4-55).

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11. As per claim 33 Arbuckle-Kitai disclosed the method and system according to claim 26, wherein a system (client, gateway or helping agent) passes the network address information pertaining to a website to the other systems, comprising the step of at the said system, (a) resolving the network address against a known website address through Domain Name System (DNS) inquiry; and informing the other systems needing the network address about the obtained network address of the website in order to avoid an extra step of DNS inquiry on behalf of other systems (Arbuckle col.3, lines 4-55)..

12. As per claim 37 Arbuckle-Kitai disclosed a method and system according to claim 36, wherein if a client rejects a helping agent then another helping agent will be assigned to the client (Arbuckle col.3, lines 4-55).

#### *Response to Arguments*

13. Applicant's arguments with respect to claims 1-15 have been considered but are moot in view of the new ground(s) of rejection.

#### *Conclusion*

14. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period



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will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

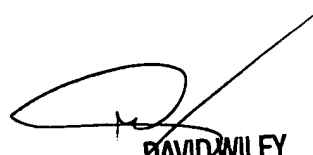
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Asghar Bilgrami whose telephone number is 571-272-3907. The examiner can normally be reached on M-F, 8:00-5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David Wiley can be reached on 571-272-3923. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

  
AB

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